

Change Log			
CCR/CN	Amendment	Date	Description
CN-00743	N/A	8/30/2018	<ul style="list-style-type: none"> • Removed reports if MSI is not providing data or creating the report. • Updated Report Generator Tool, Existing or New Report column, description, and report names throughout the entire document.
CCR-000XXX	N/A	2/26/2019	<ul style="list-style-type: none"> • Updated the description for the Accessibility Scan Results Report, added "New" to the report column, added C,D in the MSI responsibility column, and removed the C from Tx.Gov columns. • Updated the description for the Marketing Analytics Report, added "New" to the report column, added C,D to the MSI responsibility column, and removed the C from the Deloitte column.

State of Texas

Department of Information Resources



Exhibit 3.4-A

Reports

Multi-Sourcing Services Integrator

DIR-ESS-MSI-407

February 26, 2019

Overview

This Exhibit contains a summary description of the format, content, and frequency of key reports required by DIR and Customer. **NOTE: The reports listed under the following Report Categories apply to all Service Components: Scorecard; Finance; CMDB/Software Reports; SLAs; and, Strategic.**

Column Name	Column Description
Contract Reference	MSA reference, if applicable
Report Category	Functional Category
Report ID	Identification title of the report, if applicable
Report Name	Name of report
Description	Short description of the report and report content
Milestone Deliverable Date (if other than Commencement)	The milestone deliverable date for each report
Frequency	How often the report is distributed.
Recipient	DIR or DIR Customer for whom report is created.
Report Location	Where the report is published (i.e., Portal, email etc...)
Report Generator Tool	Tool from which the Service Provider creates the report
New or Existing Report	If the report is currently provided by the Existing or being requested New
Report Data and Creation	Each column indicates which Service Component Provider provides the data for the report and which Service Component Provider creates the report.

Contract Reference	Report Category	Report ID	Report Name	Description	Frequency	Recipient	Report Location	Report Generator Tool	Existing or New Report	MSI	DCS Mainframe	DCS Server	DCS Data Center	DCS Print & Mail	DCS Network
	Scorecard														
		DCS-OPS-SCD01	Monthly Service Provider Scorecard	Service Delivery Solution Group approved Customer Scorecard of Vendor's Performance.	Monthly	DIR, Customer	Web Portal	ServiceNow	Modification of Existing	C,D	D	D	D	D	D
	DCS Customer Downloads														
MSI 2.1 A.1.2.2		DCS-OPS-DIRCD01	Open items by DIR Shared Service Customer (e.g., Incidents, Requests, Problems and Changes)	For all open Incidents, Problems, Requests, Changes by DIR Shared Service Customer for all Service Components as applicable.	Daily	DIR, Customer	Web Portal	ServiceNow	Existing	C,D					
MSI 2.1 A.1.2.2		DCS-OPS-DIRCD02	Resolved Incidents and Closed Changes	For all Resolved Incidents and Closed Changes by DIR Shared Service Customer for all Service Components as applicable.	Monthly	DIR, Customer	Web Portal	ServiceNow	Existing	C,D					
		DCS-OPS-DIRCD03	Application Monitoring Report	All Applications associated with Attachment 4-E Application monitoring and as identified by DIR Shared Service Customer; other contents TBD.	Monthly	DIR, Customer	Web Portal	ServiceNow	Existing	C,D	D	D			
Ex 2.1 A.2.1.2		DCS-OPS-DIRCD04	Application Availability Report	Incidents of unavailability by all Servers, Network, Data Center, Mainframe by DIR Shared Service Customer Application.	Monthly	DIR, Customer	Web Portal	ServiceNow	Existing	C,D					
	CMDB / Asset Reports														
Exh 2.1 A.1.5.3		DCS-OPS-SACM01	CMDB Update Requests	Listing of all Server assets in CMDB that have an open Change Management ticket assigned to them	Weekly	DIR, Customer	Web Portal	ServiceNow	Existing	C,D					
MSI 2.1 A.3.9.1		DCS-OPS-SACM02	Asset Change Activity Report	List of hardware assets that have been Decommissioned, deleted and additions to CMDB.	Monthly	DIR, Customer	Web Portal	ServiceNow	Modification of Existing	C,D					
		DCS-OPS-SACM05	CMDB Logical / Physical Inventory Reconciliation Report	Report of update and reconciliation of CMDB (after initial asset inventory and logical relationship mapping) to e-discovery data.	Weekly	DIR, Customer	Web Portal	ServiceNow	Existing	C,D		D			D
			Asset inventory Summary Reports	Provide integrated Asset Inventory reports in a formats agreed with DIR at various aggregated levels by Customer, STC MSI and Third Party Vendor that, at a minimum, includes: Provides statistics, lists and charts illustrating the assets in the STC supported environment. Provides a summary with drill-down details of all assets. Provides DQM reconciliation summary and detail reports with the inputs, processing and outputs from the DQM reconciliation process Provides reports on Incidents, Problems and Changes by asset.	Weekly	DIR	Web Portal	ServiceNow	New	C, D	D	D	D	D	D
	Capacity Reports														
		DCS-OPS-CAP01	Midrange Capacity Reports - DCS Customer	Monthly Reporting identifying CPU, memory, storage, and file system etc... capacity and related peak/average utilization levels. For each server by DCS Customer.	Monthly	DIR, Customer	Web Portal	ServiceNow	Existing	C		D			
		DCS-OPS-CAP02	Mainframe Capacity Reports - DCS Customer	Mainframe Capacity Reports.	Monthly	DIR, Customer	Web Portal	ServiceNow	Existing	C	D				
		DCS-OPS-CAP03	Storage Capacity Reports	Storage Capacity by type dedicated, shared total/allocated/used. Allocated and available Storage capacity – by DCS Customer, by DIR	Monthly	DIR, Customer	Web Portal	ServiceNow	Existing	C	D	D			
			Capacity Management Report	Publish regular Capacity Management reports to Customers, which at a minimum will include current/recent utilization (and trends) compared to normal utilization, Service Levels, and previously identified baselines. Produce monthly reports on the current usage of resources, trends and forecasts and exceptions, in a format agreed to by DIR, that at a minimum includes the following: enabling visibility into the overall service health performance and trends based on utilization, availability, and technology currency Visibility into capacity-related Incidents and Problems	Monthly	DIR, Customer	Web Portal	ServiceNow	New	C, D	D	D	D	D	D
			Digital Availability Plan	Provide a monthly report in a format agreed upon with DIR that, at a minimum, includes the following: Compare performance and Availability statistics for each Application/environment with planned performance and Availability. Provide a list of all Outages by DIR Customer, linked to an Incident, including the date and time the Outage commenced, its duration, and the affected infrastructure and Applications. Provide trend analysis of the performance for each Application and Environment during the thirteen (13) most recent months Report on proposed preventative maintenance activities. Provide DIR with recommendations of preventative maintenance options. Provide regular reporting with respect to the following measures for all services and components for both current reporting period and trend over the prior twenty-four (24) months, and make available through the Portal: Number and impact of instances of unavailability. Mean time to restore. Mean time between Service/System Incidents. Mean time between failure. Provide regular reporting on the Availability of Service Management Systems (e.g. Incident Management, Request Management, Capacity Management) and the impact on Service Provider(s) ability to provide Services.	Monthly	DIR, Customer	Web Portal	ServiceNow	New	C,D	D	D	D	D	D

Contract Reference	Report Category	Report ID	Report Name	Description	Frequency	Recipient	Report Location	Report Generator Tool	Existing or New Report	MSI	DCS Mainframe	DCS Server	DCS Data Center	DCS Print & Mail	DCS Network
	Change Management														
MSI 2.1/A.1.4.5		DCS-OPS-CHG01	All Open Changes at Customer and Enterprise Levels	Report all Open changes, high risk, past Due, three month look ahead. Includes at a minimum a breakdown of metrics by type, category, priority, effected service or system, and success/failure. Provide integrated CAB reports containing all changes (both digitally and traditionally managed) in a format agreed with DIR that, at a minimum, includes: The status of all Changes active at the beginning of the week and all Changes raised during the week. The Changes to be implemented the following week. The Changes submitted for approval. Change Advisory Board method used for review and approval (e.g., digital CAB, traditional meeting) Provide statistical reporting on change activity to DIR as requested. Maintain a list of changes reclassified as standard and associated justification. This report will offer filtered visibility to allow a Customer-specific view or an Enterprise view based on organizational role.	Daily/ Monthly	DIR, Customer	Web Portal	ServiceNow	Modification of Existing	C,D	D	D	D	D	D
	Disaster Recovery														
		DCS-OPS-DR01	Application DR Recovery Time Objective (RTO) and Recovery Priority	List of Applications for DR - by DIR and DCS Customer. Source of RTO data to be determined (perhaps CMDDB).	Monthly	DIR, Customer	Web Portal	ServiceNow	Existing	C,D					
		DCS-OPS-DR02	Equipment DR Priority	List of Hardware needed for DR, to support Recovery Point Objective for Applications - by DIR and DCS Customer.	Monthly	DIR, Customer	Web Portal	ServiceNow	Existing	C,D					
	Finance														
		DCS-OPS-FIN01	DIR Shared Service DIR Invoice	DIR Invoice.	Monthly	DIR, Finance	Email, Web Portal	ITFM	Existing	C,D	D	D	D	D	D
Exh 2.1 A.2.5.4		DCS-OPS-FIN02	Invoice Dispute Metrics	Invoice dispute statistics including dispute aging and log.	Bi-Weekly	DIR, Finance	Web Portal in a downloadable format	ServiceNow	Existing	C,D					
		DCS-OPS-FIN03	HUB Spend Report	Tracks spending by Service Provider with HUB-qualified subcontractors.	Monthly	DIR, Finance and DIR HUB Coordinator	Web Portal in a downloadable format	Excel	Existing	C,D	D	D	D	D	D
		DCS-OPS-FIN05	Invoice Detail Reports	Various detail supporting the Service Provider Invoice for Services (various CMDDB extracts; PPA detail; and HSC details).	Monthly	DIR, Finance	Web Portal in a downloadable format	ITFM	Existing	C,D	D	D	D	D	D
		DCS-OPS-FIN06	Aged A/R Report	Aging receivables comparison between MSI/SCPs and DIR.	Monthly	DIR, Finance	Web Portal	Excel	Existing	C,D					
		DCS-OPS-FIN08	RU Trend Reports	Shows growth/decline in RUs over the past 18 months and how current volumes fit within the band.	Monthly	DIR, Finance	Web Portal in a downloadable format	ITFM	Existing	C,D					
		DCS-OPS-FIN10	Service Level Credit and Earnback Report	Tracks all SLA credits invoiced at the DIR level and any prior period adjustments to credits in the appropriate month of service. Indicates whether and what portion of a credit in each SLA performance measure has lost earn back and what portion remains eligible for earn back.	Monthly	DIR, Finance	Web Portal	Excel	Modification of existing	C,D					
		DCS-OPS-FIN11	Offsite Tape Reports	Listing of all tape located at the offsite facilities (until integration with chargeback system).	Monthly	Customer	Web Portal	ITFM	Existing	C,D		D	D		
		DCS-OPS-FIN13	Do Not Destroy (DND) Report	Listing of Do not Destroy tapes by DCS Customer, incident, tape type, start date and end date.	Quarterly	DIR, Finance	Web Portal	Excel	Existing	C,D			D		
			Total Server Cost Detail	Detail report of total cost per server per customer	Monthly	DIR, Customer	Web Portal	ITFM	Existing	C,D		D	D		D
			Total Server Cost Summary	Summary report of total cost per servers per customer	Monthly	DIR, Customer	Web Portal	ITFM	Existing	C,D		D	D		D
			Texas.gov Financial Report	Financial reporting (includes # of transactions, dollars received, agency, application, state/local dollars, online fees received) for both online and offline	Monthly	DIR, Customer	Web portal	ITFM	New	C,D					
	Incident														
MSI 2.1 A.1.2.2		DCS-OPS-INC01	Executive Operations Review Report	Executive overview of monthly statistics for Incident, Change, Backups, Restores, Requests, Projects and PBIs.	Monthly	DIR, Customer	Web Portal	ServiceNow	Existing	C,D					
		DCS-OPS-INC02	Average Close Time Trend	Chart - Average Incident close time - 6 month view.	Daily / Weekly/ Monthly	DIR, Customer	Web Portal	ServiceNow	Existing	C,D					
		DCS-OPS-INC03	Average Resolution Time Trend - Hardware	Chart- Average Resolution time for P1 & P2 Incidents HW Break/Fix - 6 month view.	Daily / Weekly/ Monthly	DIR, Customer	Web Portal	ServiceNow	Existing	C,D					
		DCS-OPS-INC04	Average Resolution Time Trend - Non Hardware	Chart - Average Resolution time for Non HW P1 & P2 - 6 month view.	Daily / Weekly/ Monthly	DIR, Customer	Web Portal	ServiceNow	Existing	C,D					
		DCS-OPS-INC05	Customer Closure Time	Chart - Incident Customer Closure Time for P1 & P2.	Daily / Weekly/ Monthly	DIR, Customer	Web Portal	ServiceNow	Existing	C,D					
		DCS-OPS-INC06	Daily Status Report	Listing of all Open P1 & P2 Incident tickets.	Daily	DIR, Customer	Web Portal	ServiceNow	Existing	C,D					

Contract Reference	Report Category	Report ID	Report Name	Description	Frequency	Recipient	Report Location	Report Generator Tool	Existing or New Report		MSI	DCS Mainframe	DCS Server	DCS Data Center	DCS Print & Mail	DCS Network
		DCS-OPS-INC07	Distribution of Resolution Time	Chart - Incident Distribution of Resolution Time for P1 & P2.	Daily / Weekly/ Monthly	DIR, Customer	Web Portal	ServiceNow	Existing		C,D					
		DCS-OPS-INC08	Incident & Change Dashboard	Summary of Incident / Change tickets.	Daily	DIR, Customer	Web Portal	ServiceNow	Existing		C,D					
		DCS-OPS-INC09	Incidents Caused by Changes	Summary of Incidents caused by Change requests.	Daily / Weekly/ Monthly	DIR, Customer	Web Portal	ServiceNow	Existing		C,D					
		DCS-OPS-INC11	Incident Upgrade Report	Summary of Incident tickets where priority is upgraded.	Weekly	DIR, Customer	Web Portal	ServiceNow	Existing		C,D					
		DCS-OPS-INC13	P3/P4 Remedy Incidents	Multiple charts detail P3 / P4 Incidents - age, type, resolution.	Daily / Weekly/ Monthly	DIR, Customer	Web Portal	ServiceNow	Existing		C,D					
Ex 2.3 A.5.3, A.6.1, A.7.2		DCS-OPS-INC15	Daily Restore Report	Daily restore from backup, status and ticket information. Report on the verification of backup restore function.	Daily	DIR, Customer	Web Portal	ServiceNow	Existing		C,D					
			Monthly Incident Management Report	Key issues relating to Incident Management processes. Number of Incidents during the month, grouped by severity, service, agency, region, classification or other criteria as appropriate. List of Incidents, short description, reference number, and a shortcut to detailed description. Detailed description, including timing of activities. Links to Problems and Known Errors. Trend analysis of the Incidents reported during the thirteen (13) most recent months. Calculate metrics and provide monthly reports to DIR and Customers, which include: The number of Incidents. Sources of the Incidents. Frequency regarding the types or categories of Incidents. The duration of open Incident (average and quantities by age). Number and percentage of Incidents Resolved upon first contact. Trending metrics in terms of MTTRS (mean time to restore service) by category, priority and by service or SLA. Number and percentage of SLA impacting Incidents. Number and percentage of Incidents (by category, priority, service and SLA) that were handled within the SLA targets. Number and percentage of Incidents (by category, priority, service and SLA) reopened. Number and percentage of Incidents (by category, priority, service and SLA) reoccurring. Number and percentage of Incidents that have resulted in the creation of problem records. Percentage (by category, type and priority) of Incidents that were resolved by use of an Incident Model; Number and percentage of Incidents escalated by organization, category, priority and Service. The association of Incidents by cause and resolution by Service Component. Other pertinent information regarding Incident Resolution, including Service Level measurement reporting.	Monthly	DIR, Customer	Web portal	ServiceNow	New		C, D	D	D	D	D	D
			Enterprise Event Management Report	Provides statistics, lists and charts illustrating the Events collected in the STC supported environment including the number of, source, destination and type of event. Provides reports on Incidents and Problems initiated by the Enterprise Event Management system with trends over the past 13 months. Number of events per CIs. Number of occasions when an event is collected and can't be matched with a CI Summary and details of events which resulted in an automated correction made to remediate errors. Statistical information about the number of, source, destination and type of event.	Weekly	DIR	Web Portal	ServiceNow	New		C, D	D	D	D	D	D
	Projects															
Exh 2.1 A.1.6.2 MSI 2.1/A.1.4.3		DCS-OPS-PROJ01	Master Project List - Enterprise and Customer	Master Project list. Status of all solution requests - includes custom and commodity requests submitted via RFS service catalog items. Includes status of all server builds and focus list priorities. Includes status of solution requests assigned to standard resources and project pool resources. This report will offer filtered visibility to allow a Customer-specific view or an Enterprise view of Projects based on organizational role.	Weekly	DIR, Customer	Web Portal	ServiceNow	Existing		C,D					
		DCS-OPS-PROJ02	Pool and Rate Card Report	Status of all pool hours and resources for all Shared Services, including MSI and SCP resources. Include all resources assigned (including project managers), allocation of time for all projects and requests and initiatives, project pool consumption of actuals hours against estimated hours for all projects/requests. Rate Card consumption of actual hours and associated costs for any projects/requests that are billed via a Rate Card (by project/request and by Customer) for all Shared Services, including MSI and SCP rate card resources.	Monthly	DIR	Web Portal Email	ServiceNow	Existing		C,D		D		D	
		DCS-OPS-PROJ03	Server Build Completion	Count of servers by commissioning reason and detailed list of all servers built within the month.	Monthly	DIR	Web Portal	ServiceNow	Existing		C,D		D			

Contract Reference	Report Category	Report ID	Report Name	Description	Frequency	Recipient	Report Location	Report Generator Tool	Existing or New Report	MSI	DCS Mainframe	DCS Server	DCS Data Center	DCS Print & Mail	DCS Network
		STC-OPS-PROJ05	Open Projects Status Report	Status report will include, at a minimum, the following: (a) any milestones achieved; (b) any variances to the schedule set forth in the applicable Service Proposal; (c) if the Project is behind schedule, a recovery plan that describes the actions that Service Provider will undertake in order to return to such schedule; (d) Deliverables and other Work Product that have been created, developed, and/or completed, in whole or in part, pursuant to the Service Proposal or otherwise as part of the Project and the status of each such Deliverable and other Work Product; (e) variances, if any, to the specifications of the Project; (f) any charges incurred to date, including hardware, software, labor and any other charges associated with the performance of the Project and execution of the Service Proposal, to the extent that such charges are relevant to STC Customer’s payment obligations; (g) an identification of any potential known or reasonably anticipated risks regarding the Project (such as potential disruptions to STC Customer operations), and the actions that would need to be taken in order to mitigate and/or eliminate such risks; and (h) any relevant issues identified by either Party since the previous report.	Weekly	DIR, Customer	Web Portal	ServiceNow	Existing	C, D					
	RCA														
MSI 2.1/A.1.3.3		DCS-OPS-RCA01	RCA Report	Summary RCA Tracking Report.	Weekly	DIR, Customer	Web Portal	ServiceNow	Existing	C,D	D	D	D	D	D
MSI 2.1/A.1.3.4 MSI 2.1/A.1.3.6		DCS-OPS-RCA02	Problem Management Report	Percentage and number of Problems in total and grouped by category, priority, severity, status, DCS Customer, system/component, region, classification or other criteria as appropriate. Report to include: Statistics on total numbers of Problems. Logged (by requestor, site, category, summary, detail) Outstanding (by assigned group, assigned manager, assigned owner, category, site, status, summary, detail, aging timeframe) Completed (by assigned group, assigned manager, assigned owner, category, site, status, summary, detail, resolution timeframe, within target timeframe, outside of target timeframe). Repeat Problems. SLA Performance. Problem trends and analysis. The percentage and number of Problems and Corrective Actions in total and grouped by category, priority, severity, status, Customer, system/component, region, classification or other criteria as appropriate. Information regarding Major Problem Reviews, including all details set out above. Information regarding Problem analyses and RCAs conducted in the previous period. Problem trend analysis findings. Information regarding new Known Error records and/or workarounds added to the Known Error Database / Knowledge Database (including number, category, priority, etc.). Details on the use and utility of the Known Error Database / Knowledge Database. Details regarding open Problem / Known Error, including identification number, description, status, date/time of record open, status description, etc. Results of reviews of Incidents to identify recurring Incidents and associated Problems. Tracking information as to escalations, contacts, follow-ups and commitments. Tracking information as to requests from DIR and Customers’ to initiate Problem Management. Any issues relating to the Problem Management process, such as any information that may improve or facilitate a better Problem Management process, including decisions to be made by DIR and Service Provider.	Monthly	DIR, Customer	Web Portal	ServiceNow	Existing	C,D	D	D	D	D	D
	Server Reports														
		DCS-OPS-SRV01	Server Hardware Failure-Reporting	Break/fix reporting identifying failures by server (hardware CI) for each DCS Customer. Mean time to repair associated equipment failures would be beneficial for trending associated to process improvement analysis focused on hardware break/fix resolution.	Monthly	DIR, Customer	Web Portal	ServiceNow	Existing	C,D					
		DCS-OPS-SRV02	Server Incident History Reporting	Report identifying service restoration incidents by server for each DCS Customer. Specific incident numbers with incident descriptions and total number of incidents quantified for each server. For at least the past 12 months.	Monthly	DIR, Customer	Web Portal	ServiceNow	Existing	C,D					
		DCS-OPS-SRV05	Server Performance Standard Monitoring Point Report	Threshold exceeded reporting based on standard monitor’s i.e. Server CPU utilization thresh hold exceeded trending by server...by DCS Customer, by DIR I/O wait (peak/average).	Monthly	DIR, Customer	Web Portal	ServiceNow	Existing	C,D		D			
		DCS-OPS-SRV08	Server Maintenance History and Schedule	Report containing server operating maintenance history and schedule; system patch history and patch schedule; hardware firmware history and schedule. Assumes the information is in the Change ticket.	Monthly	DIR, Customer	Web Portal	ServiceNow	Existing	C,D					
		DCS-OPS-SRV09	Server Change History Report	Report containing server change history including hardware component change details, change history description and CRQ number reference Assumes the information is in the Change ticket.	Monthly	DIR, Customer	Web Portal	ServiceNow	Existing	C,D					
		DCS-OPS-SRV10	Server Infrastructure Tools Penetration Dashboard	Report containing Service Provider infrastructure tools deployment including identification of deployment gaps	Monthly	DIR, Customer	Web Portal	ServiceNow	Existing	C,D		D			
		DCS-OPS-SRV11	Server EOSL Report	Report containing server vendor End of Service life schedule including designation of servers currently at EOSL and source confirming EOSL.	Monthly	DIR, Customer	Web Portal	ServiceNow	Existing	C,D					

Contract Reference	Report Category	Report ID	Report Name	Description	Frequency	Recipient	Report Location	Report Generator Tool	Existing or New Report	MSI	DCS Mainframe	DCS Server	DCS Data Center	DCS Print & Mail	DCS Network
		DCS-OPS-SRV12	Product Catalog- Currency and Standard Products	Report containing count of SW Applications on the current Operating System per DCS Version N, N-1, Discontinued Support, Non-Standard, Not in Product Catalog, DMZ, and CI Name, confirming if it is a Standard Product or not.	Monthly	DIR, Customer	Web Portal	ServiceNow	Existing	C,D					
		DCS-OPS-SRV19	Server Incident Reporting	Number of incidents caused by hardware failures, maintenance failures, resilience failures, security failures, operational failures, application failures, data issues/problems, lack of support skills and customer actions.	Monthly	DIR, Customer	Web Portal	ServiceNow	Existing	C,D					
	Server Reports		CMDB Hardware Asset Data	List of all Hardware assets in CMDB, including: Types (classification as in DB, Application, Web, File, Domain, DNS, DHCP) of Servers – by DCS Customer, by DIR.....counts and %. Types (Virtualized, dedicated) of servers – by DCS Customer, by DIR.....counts and %, Total Number of physical servers (no virtualization)by DCS Customer....by DIR.....by platform, Total Number of virtualized serversby DCS Customer....by DIR.....by platform, Total Number virtual servers per total host server countby DCS Customer..... by DIR., Average virtualization % by DCS Customer, by DIR (Virtual host count/Total server count) by platform (for VM density analysis) at the point in time of report. Types (platforms, O/S) of servers – by DCS Customer, by DIR....counts and %.	Daily	DIR, Customer	Web Portal	ServiceNow	Existing	C, D					
	Server Reports		CI Child and Parent Relationships	Report containing Guest to Host relationship reporting with host resource (CPU, memory) allocation designated. What is assigned/allocated per instance.	Daily	DIR, Customer	Web Portal	ServiceNow	Existing	C, D					
	Server Reports		Server to Apps Mapping	Report containing software applications by server by DCS Customer....by DIR.	Daily	DIR, Customer	Web Portal	ServiceNow	Existing	C, D					
	CMDB / Software Reports														
MSI 2.1 A.3.8.1		DCS-OPS-SOFTW01	Software Installs and Upgrades Applied	Understand what changes have been made to H/W from a Software perspective. Provide a list of upgrades that have been performed and the H/W those upgrades were made upon.	Monthly	DIR, Customer	Web Portal	ServiceNow	Existing	C,D	D	D	D	D	D
MSI 2.1		DCS-OPS-SOFTW02	Software License Compliance Position Reporting - DCS Customer	Enable Agencies to understand their Software License Compliance position by Manufacture and Software Product. Provide a multi-tier report that shows by agencies the number of software products they have installed in their environment based on what is compliant and non-compliant.	Monthly	DIR, Customer	Web Portal	ServiceNow	Existing	C,D					
		DCS-OPS-SOFTW03	Software License Compliance Position Reporting - MSI and SCP	Report License Compliance of software owned by MSI and SCP. The report shows an ownership and compliance of a software product by license type count compared to the effective deployed/used by Server Instance.	Quarterly	DIR, Customer	Web Portal	ServiceNow	Existing	C,D					
Exh 2.1 A.3.9.2		DCS-OPS-SOFTW04	Unauthorized Software Report	2.3. Report on Equipment with the presence of any unauthorized or non-standard Software. Additional Clarification: Assist in ensuring that unauthorized software is not installed in the environment. Also, provide information about equipment that does not have the current set of standard software installed.	Monthly	DIR, Customer	Web Portal	ServiceNow	Existing	C,D					
	Contract Management														
MSI Exh 2.1 A.3.3.3		DCS-OPS-CONTR01	Software and Hardware Contracts by DCS Customer by Expiration	Assist DCS Customer in renewing Maintenance Contracts in a timely manner. Understand what Maintenance Contracts a DCS Customer has and how much time is remaining. List Maintenance Contracts for which the Maintenance renewal date has past.	Monthly	DIR, Customer	Web Portal	ServiceNow	Existing	C,D					
		DCS-OPS-CONTR02	Software & Hardware Maintenance/Support Agreements	Assist in ensuring that all Servers have Maintenance and Support agreements and that we do not have Maintenance and Support agreements for Servers that are no longer in use. Provide a list of Servers and the Maintenance and Support agreement associated with the server. For each Maintenance and Support agreement show the expiration date.	Monthly	DIR, Customer	Web Portal	ServiceNow	Existing	C,D					
	Service Requests														
MSI 2.1/A.1.7.1		DCS-OPS-REQ01	Monthly Service Request Report	Progress toward fulfillment and status of all Service Requests, committed fulfillment times, anticipated completion times and status, ownership and activities toward fulfillment and changes in service request status throughout the service request lifecycle. see section MSI 2.1 A.1.7.3	Monthly	DIR, Customer	Web Portal	ServiceNow	Existing	C,D					
		DCS-OPS-REQ02	P3/P4 User Requests	Chart of P3 & P4 open request tickets.	Weekly	DIR, Customer	Web Portal	ServiceNow	Existing	C,D					
Exh 2.1 A.1.6.2		DCS-OPS-REQ03	Service Request Report	Show weekly demand snapshot and monthly trends of: Resource hours as listed in Clarity, Server count with the categories of (Physical, Virtual, Existing brought into DIR Shared Service Scope, Upgrade only, ADC/SDC/LDC), Time to Solution, Time to Implement and Backlog of Pre Solution, Solution, Implementation.	Weekly	DIR, Customer	Web Portal	ServiceNow	Existing	C,D					
	Risk														
Exh 2.1, A.2.6, 7.7.1		DCS-OPS-RISK01	Risk Management - Monthly Status Report	Track prevention and treatment plan actions, documenting their status, progress, and risk reduction measures.	Monthly	DIR	Web Portal	ServiceNow	Existing	C,D					
	Performance Model														
MSI Exhibit 3		DCS-OPS-SLA01	Monthly Service Level Compliance Report	The published compliance report will capture all service level data, including all Key Measures and Critical Service Levels, and it will be viewable at both the Enterprise and Customer level.	Monthly	DIR	Web Portal	ServiceNow	Existing	C,D	D	D	D	D	D
MSI Exhibit 3			Key Performance Indicators	Aggregation of Operating Measurements which represent the health of the Shared Services Program.	Monthly	DIR	Web Portal	ServiceNow	New	C,D	D	D	D	D	D

Contract Reference	Report Category	Report ID	Report Name	Description	Frequency	Recipient	Report Location	Report Generator Tool	Existing or New Report		MSI	DCS Mainframe	DCS Server	DCS Data Center	DCS Print & Mail	DCS Network
	Other															
Exh 2.1 A.1.1.3		DCS-OPS-OTHR01	Service Desk Call Volume Report	Number of Contacts, to include all Calls, phone calls, electronic, automated or otherwise. Abandoned, average call duration, average time to answer, average time to abandon. 1.4. Trend analysis during the thirteen (13) most recent months. Percentage of Contacts resolved.	Monthly	DIR	Web Portal	ServiceNow	Existing		C,D					
		DCS-OPS-OTHR02	Service Management Manual Status Updates and Review	List of the current SMM sections in review and updated.	Monthly	DIR	Email	Excel	Existing		C,D					
Exh 3.5		Per Exhibit 3.5	Tracking for CSIP Corrective Actions	Monthly report to track and measure the progress of the CSIP Corrective Actions.	Monthly	DIR	Web Portal	ServiceNow	New		C,D					
MSI 2.1/A.1.1.3		DCS-OPS-OTHR05	Service Desk Management Reporting	Key issues relating to Service Desk processes, improvements, script development. Status as to Service Desk staffing, training, and authorization. Integration activities and issues with other Service Desks belonging to DIR, DCS Customers and other Service Component Providers as directed by DIR. Trend analysis during the thirteen (13) most recent months. Calculate metrics and provide monthly reports to DIR, to at least include: Number of Contacts, to include all Calls, phone calls, electronic, automated or otherwise; Number of calls abandoned, average call duration, average time to answer, average time to abandon; Number and percentage of Contacts resolved; Other pertinent information regarding Service Desk operation and performance.	Monthly	DIR	Web Portal	ServiceNow	New		C,D					
		DCS-OPS-OTHR07	Portal Customer Satisfaction Feedback Submissions	Report of all customer feedback portal submissions, actions identified and tracked.	Monthly	DIR	Email	ServiceNow	New		C,D					
MSI 2.1/A.4.3		DCS-OPS-OTHR08	Operations Documentation	Report the assessment of operations documentation findings to DIR and DCS Customers on a regular basis, and where it is determined that documentation is inaccurate (e.g. erroneous or out of date), correct and replace such documentation.	As needed	DIR, Customer	Web Portal	Excel	Existing		C,D					
MSI 2.1/A.4.6.3		DCS-OPS-OTHR10	Required Training for All Service Provider Personnel	Report listing service provider personnel that require Docebo training certification, indicating status, not limited to, compliance or non-compliance per required course.	Annual	DIR	Web Portal	ServiceNow	New		C,D					